

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT :	Lundy M. LEWIS	CONFIRMATION No.:	4215
SERIAL NUMBER :	09/577,225	EXAMINER:	Tan D. Nguyen
FILING DATE :	May 23, 2000	ART UNIT:	3689
FOR :	SERVICE LEVEL MANAGEMENT		

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

Pursuant to the duty of disclosure under 37 C.F.R. §§ 1.56, 1.97 and 1.98, Applicant hereby makes of record in the above-identified application the documents listed on the attached Form PTO-1449.

Applicant reserves the right to establish the patentability of the claimed invention over any of the information provided herewith, and/or to prove that this information may not be prior art, and/or to prove that this information may not be enabling for the teachings purportedly offered.

This Supplemental Information Disclosure Statement is being filed more than three months after the filing date of a national application other than a continued prosecution application under 37 C.F.R. § 1.53(d), or more than three months after the date of entry of the national stage as set forth in 37 C.F.R. § 1.491 in an international application, and after the

mailing date of the first Office Action on the merits, but before the mailing date of any of a Final Action under 37 C.F.R. § 1.113, a Notice of Allowance under 37 C.F.R. § 1.311, or an action that otherwise closes prosecution in the application. 37 C.F.R. § 1.97(c).

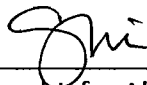
Documents A-G were cited by the U.S. Patent Office in co-pending Application Serial No. 12/752,971, filed April 1, 2010, in an Office Action dated November 29, 2010.

Please charge the \$180.00 fee [37 C.F.R. § 1.17(p)] to Deposit Account No. 03-3975. In addition, please charge any fee deficiencies, or credit any overpayment, to Deposit Account No. 03-3975 as needed to ensure consideration of the Supplemental Information Disclosure Statement.

It is respectfully requested that the Examiner initial and return a copy of the enclosed PTO-1449.

Respectfully submitted,

PILLSBURY WINTHROP SHAW PITTMAN LLP

By 
Syed Jafar Ali
Registration No.: 58,780

Customer No.
00909

P. O. Box 10500
McLean, Virginia 22102
Telephone: (703) 770-7900
Telefax: (703) 770-7901

Dated: May 9, 2011